Appendix 2

Details of the future ICT service provision

The elements of the ICT service which will be provided by the in-house ICT team include:

- Setting the ICT strategies (business and technical)
- Working with the services to understand their business requirements
- Providing the on-site support for the desktop estate and related infrastructure
- Providing the face to face support to users
- Managing the relationships and performance with the third party suppliers
- Managing ICT projects, although this will be at an additional cost
- Providing advice and support on the tendering of new ICT systems
- Assisting with contract negotiations
- Advising and evaluating the selection of new ICT systems
- Acting as an escalation point for the Service Desk and Network third party suppliers when relating to issues with other third party suppliers in relation to contractual issues.

Details of the Network Services Provision

- Network configuration of desktop and server devices
- Firewall configuration
- VPN Technology
- Network switches
- Wireless hubs and switches
- Checkpoint devices
- Remote Access gateways
- Two Factor Authentication devices
- Thin client and remote access
- Intranet and internet configuration
- FTP and SFTP requirement